

# RE: Follow-up from scrums

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**From:** "Ruttan, Craig (ENERGY)" <craig.ruttan@ontario.ca>  
**To:** "Nekolaichuk, Colin (ENERGY)" <colin.nekolaichuk@ontario.ca>, "Berry, James (ENERGY)" <james.berry5@ontario.ca>, "Teliszewsky, Andrew (ENERGY)" <andrew.teliszewsky@ontario.ca>, "Whittington, Matt (ENERGY)" <matt.whittington@ontario.ca>  
**Cc:** "Campbell, David (ENERGY)" <david.campbell2@ontario.ca>  
**Date:** Wed, 17 May 2017 14:59:13 -0400

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Not OEB regulation – 8% insert was required by government regulation. I believe OEB requires other inserts through its conditions to hold a license (or other tool in its jurisdiction). My proposed edits below.

## Craig Ruttan

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**From:** Nekolaichuk, Colin (ENERGY)  
**Sent:** May-17-17 2:43 PM  
**To:** Berry, James (ENERGY); Teliszewsky, Andrew (ENERGY); Whittington, Matt (ENERGY)  
**Cc:** Ruttan, Craig (ENERGY); Campbell, David (ENERGY)  
**Subject:** RE: Follow-up from scrums

Thanks James. Input from Policy is welcome – we're a bit past deadline already. Sorry!

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**From:** Berry, James (ENERGY)  
**Sent:** May-17-17 2:19 PM  
**To:** Nekolaichuk, Colin (ENERGY); Teliszewsky, Andrew (ENERGY); Whittington, Matt (ENERGY)  
**Cc:** Ruttan, Craig (ENERGY); Campbell, David (ENERGY)  
**Subject:** RE: Follow-up from scrums

A few small changes in blue and red. Once Atel/policy okay, suggest sharing with PO issues.

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**From:** Nekolaichuk, Colin (ENERGY)  
**Sent:** May-17-17 2:12 PM  
**To:** Teliszewsky, Andrew (ENERGY); Whittington, Matt (ENERGY); Berry, James (ENERGY)  
**Cc:** Ruttan, Craig (ENERGY); Campbell, David (ENERGY)  
**Subject:** RE: Follow-up from scrums

I find those quite hilarious. Below is what I suggest sending to interested journalists (QPB+CP). I also think it's a good idea to send a copy of the May inserts to make them all seem as innocuous as possible. Let me know if you're ok with this.

Bill inserts are a standard ~~part of the communications mix when~~ tool used for informing electricity ratepayers about any changes that affect them, and are part of any Local Distribution Company's (LDC) typical administrative costs.

LDCs ~~are required by Ontario Energy Board (OEB) regulation to~~ regularly inform their ratepayers

**customers** about important developments such as when the OEB updates **time-of-use** rates, the **eight per cent rebate equivalent to the provincial portion of the HST**, and updates to programs like the Ontario Electricity Support Program.

I've attached the latest bill insert from the May rate update so you have one on hand.

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**From:** Teliszewsky, Andrew (ENERGY)  
**Sent:** May-17-17 2:01 PM  
**To:** Nikolaichuk, Colin (ENERGY); Whittington, Matt (ENERGY); Berry, James (ENERGY)  
**Subject:** Re: Follow-up from scrums

I also get a paper insert each month advertising e-billing.  
I appreciate the irony, but ignore the message.

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**From:** Nikolaichuk, Colin (ENERGY)  
**Sent:** Wednesday, May 17, 2017 1:43 PM  
**To:** Whittington, Matt (ENERGY); Berry, James (ENERGY)  
**Cc:** Teliszewsky, Andrew (ENERGY)  
**Subject:** RE: Follow-up from scrums

Thanks. Very helpful. I'll craft something and run it by you guys.

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**From:** Whittington, Matt (ENERGY)  
**Sent:** May-17-17 1:39 PM  
**To:** Nikolaichuk, Colin (ENERGY); Berry, James (ENERGY)  
**Cc:** Teliszewsky, Andrew (ENERGY)  
**Subject:** RE: Follow-up from scrums

We required LDCs by regulation to send the bill insert so they would have been received by all ratepayers. We did not provide the inserts so there was no cost to government.

LDCs often send bill inserts for informational purposes (including when the OEB sets new RPP rates twice a year) and the inclusion of the 8% rebate insert as part of their regular bill mailings would be part of their typical administrative costs.

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**From:** Nikolaichuk, Colin (ENERGY)  
**Sent:** May-17-17 1:18 PM  
**To:** Berry, James (ENERGY)  
**Cc:** Whittington, Matt (ENERGY); Teliszewsky, Andrew (ENERGY)  
**Subject:** RE: Follow-up from scrums

Yes, that's a good point. Matt/Atel, can you shed some light on this? I'd like to lead the agencies with any questions we have. If we leave it open-ended it will take forever. We're also looking at tight deadlines – 2:30pm.

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**From:** Berry, James (ENERGY)  
**Sent:** May-17-17 1:14 PM  
**To:** Nikolaichuk, Colin (ENERGY)  
**Cc:** Whittington, Matt (ENERGY)  
**Subject:** RE: Follow-up from scrums

Yeah, for sure. If LDCs printed the inserts on their own accord (we didn't print for them) we very likely won't know the cost. If it was a regulation that asked all LDCs to send them, all customers would've received them. Can definitely use our advertising KMs to inform the response. It would be worthwhile to find out what other inserts gov't/OEB has asked LDCs to send out to educate electricity customers/Ontarians about the bills, available programs, etc. For instance, the OEB would've asked LDCs to put out OESP inserts.

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**From:** Nikolaichuk, Colin (ENERGY)  
**Sent:** May-17-17 1:06 PM  
**To:** Berry, James (ENERGY)  
**Subject:** FW: Follow-up from scrums

FYI – shall we ask Atel about this?

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**From:** Smith Cross, Jessica [<mailto:Jessica.SmithCross@thecanadianpress.com>]  
**Sent:** May-17-17 1:03 PM  
**To:** Nikolaichuk, Colin (ENERGY)  
**Subject:** Follow-up from scrums

Hi Colin,

I was wondering if I could get the cost of the 8% rebate bill inserts. And if I can confirm if they went to all ratepayers.

Thanks

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